



## Safer Community Team Leader

Portfolio/Faculty	Engagement & Support
Department/Workgroup	Student Wellbeing
Position No.	XXXXX
Reports to:	Manager Student Wellbeing
Classification	PACCT Worker Level 7 (PW7)
Direct reports:	Counsellors
Date:	September 2024

### Portfolio/Faculty Overview

The Engagement and Support portfolio provides a range of Institute wide services that promote student engagement, success, and wellbeing, to foster a positive Holmesglen experience. The portfolio consists of a range of departments that support the student journey from pre-enrolment to graduation. Departments include:

- Apprentice Central
- Apprentice Success
- Brand, Marketing and Communications
- Learning Skills Centre
- Library
- Registrar
- Student Recruitment
- Student Engagement and Equity
- Student Wellbeing

### Department/Workgroup

The Student Wellbeing Department provides comprehensive counselling and welfare services to support the holistic health and welfare of students. This encompasses providing short term counselling sessions, crisis intervention and mental health support services across all Holmesglen campuses. Additionally, the department coordinates welfare programs aimed at addressing students' diverse needs, including financial assistance, housing support and food security initiatives. Through collaboration with Holmesglen departments and community resources, the department supports students to access necessary support systems to navigate challenges, promote resilience and foster a positive educational and personal experience.

### About the Role

The purpose of this role is to coordinate and support the work of the Student Wellbeing team in delivering effective and responsive support to students experiencing or fearing harm. This is achieved with a thorough understanding of the Institute's policies and processes available to address complex issues within the Institute and an in depth understanding of those services external to the Institute. The team supports staff to support students to manage concerning student behaviour within the bounds of the staff member's role.

At an operational level, this position is responsible for providing risk assessment, advice and support for the management of students engaging in, or experiencing unsafe, threatening and concerning behaviours. It is

the central point of enquiry, reporting and advice for sexual harm, family and domestic violence and provides support and advice on reporting child safety related matters at Holmesglen.

Holmesglen has adopted a restorative engagement process, and this role will be pivotal in supporting assessment for and participation in the process by those who make a historic report. At a systemic level, this position assesses the risks associated with the behaviours of concern and escalates cases of high risk to the Manager Student Wellbeing.

## Key Accountabilities

- 1 Act as a first point of contact and respond to all staff and student disclosures of an incident of sexual harm, unsafe, threatening or concerning behaviour.
- 2 Contribute to the development of the Safer Community model and supporting policies, processes and procedures and embedding of evidence-based primary prevention activities and respectful relationships education in student activities and staff induction and development.
- 3 Coordinate the operational delivery of the Safer Community model within Holmesglen's Student Wellbeing department which includes allocation of cases and staff resources.
- 4 Provide case management support, including where appropriate the development of risk assessments and safety planning for all parties.
- 5 Lead a small team of Counsellors and undertake the role of Chair of the Safer Community Committee.
- 6 Analyse reported incident trends and patterns across multiple sources and put forward recommendations to Manager Student Wellbeing to support continuous improvement.
- 7 Establish, and maintain positive and proactive professional relationships with students, staff and other stakeholders to achieve effective outcomes.
- 8 Ensure compliance with the requirements of Holmesglen policies, procedures and processes, applicable legislation and relevant regulatory and government authorities.
- 9 Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.
- 10 Act in accordance with Holmesglen safety policies and procedures, including Child Safety Standards, to ensure that departmental work areas and operations comply with relevant Occupational Health and Safety legislation.

## Key Selection Criteria

- 1 Experience with case management and risk assessment and an understanding of the impact of trauma on reporting parties.
- 2 Proven ability to exercise initiative, to solve complex problems and make recommendations using sound judgement and seeking advice when required.
- 3 Ability to work independently and collaboratively within a team.
- 4 Strong interpersonal and influencing skills, including the ability to respond to people under stress and/or highly emotional and to remain calm and de-escalate situations effectively.
- 5 Ability to write detailed, accurate and logical case notes and written reports.
- 6 Proven high-level organisational skills, with an ability to set priorities, plan and organise unpredictable workloads to achieve objectives.

## Qualifications

### Mandatory

- A degree with at least four years subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training.
- Registration or eligibility for registration with an appropriate professional association/body.

## Desirable

- Full registration with the Australian Health Practitioner Registration Agency (AHPRA), or Australian Association of Social Workers (AASW) or Australian Psychological Society (APS) or Australian Counselling Association (ACA) or similar accrediting body or working towards the equivalent to be completed within 2-3 months of starting this role.

## Knowledge

- Detailed knowledge of various processes essential to the role including case management and risk assessment.
- Knowledge of policies including Child Safety and OH&S.
- Knowledge of a wide range of external agencies appropriate for student referrals.

## Skills and Experience

- Demonstrated clinical experience providing therapeutic services with a focus on risk assessment, intervention and trauma informed care.
- Extensive experience providing crisis intervention to people from a wide range of backgrounds, ages and cultures, with an understanding of and commitment to professional ethics.
- Proven ability assessing complex situations accurately and swiftly to inform response, while maintaining empathy to all parties involved.
- Demonstrated experience in health promotion, early intervention and education of professional and/or teaching staff.
- Demonstrated ability to collaborate positively across an organisation to implement recommendations and achieve desired outcomes.
- Strong interpersonal and client service skills including relationship building and teamwork, with experience in handling nuanced, complex and sensitive matters with a diverse range of individuals (staff, students and external stakeholders) who may have differing perspectives and biases.
- Demonstrated written skills with the ability to draft and develop accurate case notes, report and documentation for management.

## Other Relevant Information

- This position description describes in general terms the normal duties which this position is expected to undertake. Duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from people occupying positions classified at this level may be allocated.
- Employees attending certain workplace settings, including health and care facilities, may be required to meet mandatory vaccination obligations.
- Due to the nature of the position, there may be a requirement to accommodate flexible working hours and attendance requirements.
- The incumbent may be required to perform their duties at any campus or location controlled by Holmesglen Institute or elsewhere as directed.
- Holmesglen is a child safe organisation. This position requires a valid Victorian Employee Working with Children check and National Police Records check.
- Holmesglen cultivates a workforce that embraces and values student voice and partnership.

## About Holmesglen – Who we are

Holmesglen is a leading Australian provider of vocational and higher education and one of the largest government-owned TAFEs in the state of Victoria. With over 40 years' experience and more than 140,000 graduates, we are TAFE at its best by transforming lives, building workforce capability and enriching communities through education and training.

We are a leader in education, training and applied research, renowned for its innovation and its commitment to learner and industry success. We offer industry training, certificate, diploma, and degree programs across six locations and seven campuses.

Locations include Chadstone, City, Moorabbin, North Melbourne, Glen Waverley and Eildon.

As a multi-award-winning institute, you can learn more and do more at Holmesglen. [holmesglen.edu.au](https://holmesglen.edu.au)

**We uphold our  
ASPIRE values**



**AMBITION**



**SCHOLARSHIP**



**PASSION**



**INTEGRITY**



**RESPECT**



**EXCELLENCE**